

Pipeline Emergency Response Workshop

CPUC – September 26 & 27, 2011





Emergency Prevention, Preparedness & Response - Overview

Provide an integrated emergency management model that broadens our outreach activities to first responders

- Enhanced gas/electric all hazard emergency response plan
- Build and broaden internal/external training capabilities
- Line of sight accountability for developing, coordinating and documenting public safety/awareness activities
- Establish mobile command presence
- Develop actionable public safety metrics to measure qualitative effectiveness and track performance
- Provide first responders with online access to valve, station, and pipeline segment locations throughout territory (***See Appendix***)



EPP&R – Emergency Response Plan (ERP)

- PG&E has a company emergency response plan that serves as an umbrella to specific line of business ERP: Power generation, gas and electric
- Our ERP sets preparedness expectations, defines levels of emergency triggers, defines emergency response priorities, delegation of command authority, and capabilities.
- Provide access to gas/electric ERP to first responders



EPP&R - Dispatch

- Resource initially dispatched based upon information received from call center or gas dispatch
- Primarily, our GSRs are first responders for gas, T-men are first responders for electric incidents
- The first responder (once assessment is made) will communicate additional needs, if required, to supervisor or gas dispatch



EPP&R – 911 calls

- Types of incidents that result in a call to 911 are:
 - smoke/explosions,
 - indications of transmission line failure,
 - two or more gas leak calls in same area, electric service issues with gas odor calls in close proximity,
 - strong outside odor of gas reported from company personnel, fire, police department or other emergency responder or school officials, and
 - gas readings of 4% or greater detected in subsurface structure after venting OR readings of 4% or more in two subsurface structures prior to venting
- Typically, gas dispatch or gas system operations makes the determination on when to call emergency agencies, based upon field input
- PG&E's phone system does not allow us to track outbound calls, we only can track the number of calls we receive into Dispatch from the agencies




EPP&R - Training

- Gas and electric safety training is available to 1st responder
- Training is requested typically by email or phone call from the fire or police agency to PG&E
- Public safety website has section for 1st responders to request material, review material, or request in-person training (**See Appendix**)
- Training strength/weaknesses are requested from participants at the conclusion of workshop
 - Strengths: Knowledge of system capabilities and materials/tools that we make available
 - Weaknesses: Spotty field employee involvement, lack of exercise opportunities with 1st responders, and lack of relationship between PG&E field employees/1st responders
- Livermore Learning Academy has gas and electric simulation facilities for internal employee training – currently not available to local fire agencies

Appendix







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First Responders Training

PG&E is committed to providing high quality training and education materials to first responders within our service area. The training seminars and educational materials provide first responders with the knowledge they need to safely respond to potential natural gas and electric emergencies. All of our seminars and educational materials are free for first responders.

Order Your Free Safety Education Materials



PG&E has educational materials available to help first responders prepare for and respond to natural gas and electric outages, hazards and emergencies. These free educational resources can be used in conjunction with our free training seminars to help better understand potential natural gas and electric hazards.
[Order free training materials >>](#)

Training Survey



Please take our brief survey. Your feedback will help us improve our materials and our program.
[Take the survey](#)

Email Notifications



[Sign up](#) to receive first responder email alerts and info about future seminars.

Training Offerings

Upcoming Training Seminars

PG&E offers free seminars to educate first responders about how to prepare for and respond to natural gas and electric outages, hazards and emergencies. These seminars provide detailed information to help keep you and your community safe. [Sign up to receive email notifications](#) about upcoming training and seminars.

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19
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First Responder Workshop

Workshop will cover best practices to handle utility specific emergencies, natural gas and electric infrastructure identification, and processes specific to responding to natural gas emergencies and hazards.

When: Monday, September 19, 9:00 -11:30 a.m.

Where: PG&E Resource Management Center
850 Stillwater Road,
West Sacramento, 95606

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SEPT
20
2011

First Responder Workshop


Workshop will cover best practices to handle utility specific emergencies, natural gas and electric infrastructure identification, and processes specific to responding to natural gas emergencies and hazards.

When: Tuesday, September 20, 9:00 -11:30 a.m.

Where: PG&E Service Center
350 Salem Street,
Chico, CA 95926

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First Responders Resources

PG&E is committed to working with first responders to prepare for and respond to natural gas and electric outages, hazards and emergencies. Below are resources that may be helpful to your department.

PG&E Resources



Download First Responders Checklist (PDF, 121 K B)

The checklist outlines steps to prepare for and safely respond to an emergency.



Outage Map

Find outages in your area. Visit the electrical system outage map.



Gas Transmission System Map (login required)

PG&E's natural gas transmission system delivers clean natural gas to more than four million customers. Use our interactive map to find pipelines and other gas transmission system information in your area.

External Resources



AEGIS Insurance Services

Videos and other resources for first responders covering basic electric safety and response tactics for emergency situations.



Pipeline Association for Public Awareness (PAPA)

Safety resources for emergency officials including pipeline emergency response guidelines, videos, interactive scenarios and decision making walkthroughs.



Pipeline Emergencies, National Association of State Fire Marshals (NASFM)

The most innovative and comprehensive curriculum of its kind for first responders and pipeline industry safety personnel. The e-book format incorporates videos and interactive graphics with simulations and textbook learning to provide a broad representation of pipeline operations and tactical response options.



Dept. of Transportation National Pipeline Mapping System (NPMS)

Locate gas transmission pipelines in your community by zip code, county or state.

Training Survey



Please take our brief survey. Your feedback will help us improve our materials and our program.
[Take the survey](#)

Upcoming Training

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Upcoming First Responder workshop in West Sacramento
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Upcoming First Responder workshop in Chico
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Upcoming First Responder workshop in Eureka
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Additional Resources



FR
Workshops

When: Monday, September 19,
9:00 -11:30 a.m.

Where: PG&E Resource Mgmt
Center
850 Stillwater Road,
West Sacramento, 95606

When: Wednesday, October 5,
9:00 -11:30 a.m.

Where: PG&E Office Building
111 Almaden Boulevard,
San Jose, CA 95113

When: Wednesday, October 12,
9:00 -11:30 a.m.

Where: PG&E Conference
Center
2252 S. Orange,
Fresno, CA 93725

When: Tuesday, September 20,
9:00 -11:30 a.m.

Where: PG&E Chico Service
Center
11239 Midway,
Chico, CA 95928

When: Wednesday, October 5,
1:00 - 3:30 p.m.

Where: 111 Almaden Boulevard,
San Jose, CA 95113

When: Tuesday, October 18,
9:00 -11:30 a.m.

Where: Bakersfield Chamber of
Commerce
1725 Eye Street,
Bakersfield, CA 93301

When: Wednesday, September 28,
9:00 -11:30 a.m.

Where: Humboldt County Board of
Supervisors Chambers
825 Fifth Street, Room 111,
Eureka, CA 95501

When: Thursday, October 6,
1:00 - 3:30 p.m.

Where: PG&E Service Center
4801 Oakport Street,
Oakland, CA 94601

When: Wednesday, October 19,
9:00 -11:30 a.m.

Where: DCPPE Energy Education
Center
6588 Ontare Road,
San Luis Obispo, CA 93405

When: Thursday, October 4,
9:00 -11:30 a.m.

Where: Pacific Energy Center
851 Howard Street,
San Francisco, CA 94103

When: Tuesday, October 11,
9:00 -11:30 a.m.

Where: PG&E Service Center
4040 West Lane,
Stockton, CA 95204